COVID-19 Re-Open Operational Plan
A Note from Leadership

We are facing a global health crisis not seen in 100 years. But it’s more than a health crisis. It’s a human, economic and social crisis as well. And while it is global in scope, it’s community leaders who are balancing all the different aspects of this crisis to do what’s best for its constituents.

As Jefferson County transitions to the new “Safer at Home” guidelines, community assets such as Butterfly Pavilion begin to prepare to open when the time is right. Butterfly Pavilion is a top ten cultural attraction in the Denver Metro area and a treasured community resource for Jefferson County. In a recent survey of 589 guests and members, 83% said they were likely to visit Butterfly Pavilion when we re-open.

The safety and health of our guests, staff and volunteers is Butterfly Pavilion’s highest priority. We’ve shaped our operations and guest experience to comply with both state and county safety and health guidelines, to not only allow people to enjoy a safe outing with family, but to minimize risk for a resurgence.

After temporarily closing our doors to the public on March 13, Butterfly Pavilion has taken extensive measures across our operations to safeguard our staff and animals. As we begin to plan for re-opening, we’ve developed an informed reopening plan for Jefferson County’s review and consideration, highlighted by timed entries, limiting the number of individuals allowed in the building, discontinuing touch experiences such as with Rosie, our iconic tarantula ambassador, and restricting usage of harder-to-manage exhibits such as our indoor playground.

We understand this situation will be fluid into the foreseeable future, and Butterfly Pavilion is prepared to respond and further adapt our operations as required. We look forward to working together to create a path for Butterfly Pavilion to re-open and once again delight the community and provide a cultural home for our community.

Patrick Tennyson
President & CEO
Timed Ticket Entry and Exit

Butterfly Pavilion will be offering timed ticket entry to ensure a maximum of 20 guests in each exhibit at any one time. General admission tickets may only be purchased online or by phone prior to arrival, and timed entry is available on a first come, first served basis.

- Guests to arrive 15 minutes prior to their scheduled entry time
- Guests to queue temporarily for exhibit access in the main hallway and physical distance on designated floor markings or wait outside of the facility and physical distance on designated floor markings for their timed entry
- Guest Services and Guides to alert guests as to when they can access exhibit areas as well as begin moving into the facility for exhibit access queuing

All guests will enter through the main entrance doors and exit from the Gift Shop exit doors. Ticket holders arriving late will be directed to join their guide’s location.

Reservations may only be scheduled two weeks out to allow agility and planning for possible updated guidelines or special onsite programming (see slides 11-14).
Guest Experience

Butterfly Pavilion has designed a new guided experience to maintain physical distance and sanitation while providing access to live animals and activities. Guided tours will check in at the front entrance and end in our retail store. Outdoor and nature programming is also available pre and post admissions. Two plans have been created for consideration.

Plan A:

<table>
<thead>
<tr>
<th>Time</th>
<th>Front Entrance</th>
<th>Survival</th>
<th>Water’s Edge</th>
<th>WOTT</th>
<th>Retail</th>
<th>Outdoor Gardens</th>
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<tbody>
<tr>
<td>8:45 am</td>
<td>20 Guests</td>
<td>XXX</td>
<td>XXX</td>
<td>XXX</td>
<td>XXX</td>
<td>Available</td>
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<tr>
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<td>Available</td>
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<td>9:20 am</td>
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<td>20 Guests</td>
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<td>20 Guests</td>
<td>Available</td>
</tr>
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Plan A - All visits will last approximately 80 minutes and start every 20 minutes; however the above schedule (guest number and timing) can incrementally increase or decrease in scale to adhere to changing guidelines or guest evaluation. Surveys will be administered following each visit to guarantee accountability as well as inform guest perception.
Guest Experience cont.

Plan B:

<table>
<thead>
<tr>
<th>Time</th>
<th>Front Entrance</th>
<th>Survival</th>
<th>Water’s Edge</th>
<th>WOTT</th>
<th>Retail</th>
<th>Outdoor Gardens</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:45 am</td>
<td>10 Guests</td>
<td>XXX</td>
<td>XXX</td>
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<td>XXX</td>
<td>Available</td>
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<tr>
<td>9:00 am</td>
<td>10 Guests</td>
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<tr>
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<tr>
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<tr>
<td>9:45 am</td>
<td>10 Guests</td>
<td>10 Guests</td>
<td>10 Guests</td>
<td>10 Guests</td>
<td>10 Guests</td>
<td>Available</td>
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Plan B - All visits will last approximately 60 minutes and start every 15 minutes; however the above schedule (guest number and timing) can incrementally increase or decrease in scale to adhere to changing guidelines or guest evaluation. Surveys will be administered following each visit to guarantee accountability as well as inform guest perception.
Guest Flow

Butterfly Pavilion is using indoor and outdoor spaces to manage guest circulation and capacity:

- Prescribed, one way guided and monitored experience

- Six foot physical distancing requirement determined by square footage

- Short term queuing and guest spaces marked for groups of two people

- Ongoing spatial evaluations to ensure flow and timing
Grounds

Indoor Admission Space:
- Admissions / Front Desk
- Sargasso
- Water's Edge & Fish Tank
- Wings Over the Tropics
- Cenote (Bog) / Hallway
- Gift Shop / Concessions

7,606 sq.ft.

Outdoor Programming Space:
- Gardens
- East Lawn
- Big Dry Creek Trail

Indoor Programming Space:
- Classroom A
- Classroom B
- Classroom C & D / Ballroom

3,943 sq.ft.
Guest Safety and Education

Butterfly Pavilion is taking several steps to ensure a safe environment. Prior to their arrival guests will receive a ticket confirmation including safety and cleaning practices taking place at Butterfly Pavilion as well as information on how to prepare for their visit. If guests are experiencing symptoms or have come into close contact (within six feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days, we ask that they do not visit the facility.

To ensure that good hygiene practices are kept top of mind onsite, signage will be located throughout the facility and regular public announcements will be made every 30 minutes to outline hygiene best practices and physical distancing of six feet or more. Hand sanitizing stations and sinks in the public restroom will also be available for guest use.

No guest will be admitted without a face covering unless they are a child under three years of age, per State guidelines. If needed, face coverings will be available for purchase.

Butterfly Pavilion will closely evaluate this facility requirement and will update, if necessary, to a recommendation of face coverings to align with State and County guidelines.
Team Safety and Education

Guest engagement at Butterfly Pavilion has been modified to reduce the spread of any germs or viruses. All animal encounters will have no human contact. Further, interactive learning stations have been altered or replicated to allow one touch per person or prompt cleaning after each use. Additional measures include:

- Sneeze guards will be installed at entry and exit points to allow for contactless payment solutions and information desk services.
- Staff and volunteers will conduct frequent hand-washing, use alcohol-based hand sanitizer and wear gloves when necessary. Signage will be posted throughout facility common areas to promote healthy habits.
- Staff and volunteers are required to wear a face covering the mouth and nose in the facility. If needed or requested, shields and gloves will be provided.
- Staff and volunteers re-open training; de-escalation on confrontation and conflict, guest safety and experience, and facility cleaning and frequency.

Lastly, schedules and work spaces have been adjusted to limit team members onsite by 50% or more and support adequate physical separation.
Symptom Checking

Butterfly Pavilion team members and vendors must be healthy to work. Anyone who may be experiencing symptoms, showing signs of sickness or has recently been exposed to COVID-19 must stay at home.

Butterfly Pavilion team members and vendors must complete symptom-monitoring protocols at the beginning of their shift per State requirements.

Upon arrival, all team members and vendors must enter at Administration East to check and record their temperatures as well as note if they are experiencing any symptoms. Should team members or vendors not meet the required monitoring criteria they will be asked to leave Butterfly Pavilion.

This process will be primarily administered by Butterfly Pavilion's assigned COVID-19 Workplace Coordinators or team members.

All health and safety measures noted above have been designed to meet requirements set by Jefferson County Public Health.
Facility Cleaning Protocols

Butterfly Pavilion has implemented an aggressive cleaning schedule to support the disinfection of the spaces for team and guest health:

• Sanitize all horizontal and regularly touched areas on an hourly basis (including restrooms, door handles, push bars, hand rails, grab bars, door glass, etc.)
• Inventory and label receptacles for all one time use supplies requiring daily cleaning (including props, face coverings, etc.)
• Provide sanitation supplies and replace rags daily for staff and volunteer’s additional cleaning of interactives, exhibits and other spaces as needed
• Provide ample cleaning agents for workspaces, hand soap, and alcohol based sanitizer for regular hand washing.

Additionally, facility ventilation has been increased as recommended by the Centers for Disease Control and Prevention.
Childcare Programs

Butterfly Pavilion is a licensed childcare facility and provides seasonal camps that feature STEAM learning and activities. Pre-registration is required and includes information on health and safety protocols and practices to prepare families for participation, such as:

- All participants are required to wear face coverings
- Space is limited to groups no more than 10 kids per camp room
- Physical distancing is required at drop off and pick up
- Sharing of toys or other consumable products will be limited as required
- Lunch and snack times will comply with physical distance and hygiene needs

Camps will primarily take place in our classrooms and outdoor gardens. When touring exhibits camp groups will be scheduled within the timed ticketing schedule to ensure we meet facility capacity requirements.

Camp groups may access the Colorado Backyard exhibit for additional animal viewing and indoor play. This space will be cleaned after each use.

Programs will be evaluated to best understand the impacts of limited use of the facility with a safety and cleaning regime as our first priority.
Education Programs

Butterfly Pavilion offers curriculum aligned classes and field trips for schools and youth groups that inspire environmental stewardship. Pre-registration is required and includes information on health and safety protocols and practices to prepare chaperones and students for participation, such as:

- All participants are required to wear face coverings
- Programs will have a limited capacity of no more than ten participants
- Chaperones and student groups must practice six foot physical distancing
- Sharing of supplies or other consumable products will be limited as required

When touring exhibits education groups will be scheduled within the timed ticketing schedule to ensure we meet facility capacity requirements.

Education groups may access the Colorado Backyard exhibit for additional animal viewing and indoor play. This space will be cleaned after each use.

Programs will be evaluated to best understand the impacts of limited use of the facility with a safety and cleaning regime as our first priority.
Private Events

Butterfly Pavilion is a unique and memorable venue for milestone celebrations and corporate meetings. We have altered our special event products and room rental offerings to ensure a trusted and safe space.

Advance bookings are required and include information on health and safety protocols and practices at Butterfly Pavilion to prepare event hosting or participation, such as:

• All events will have a limited capacity of no more than ten participants
• All individuals or groups must practice six foot physical distancing
• All participants are required to wear face coverings

When touring exhibits private event groups will be scheduled within the timed ticketing schedule to ensure we meet facility capacity requirements.

Private event groups may access the Colorado Backyard exhibit for additional animal viewing and indoor play. This space will be cleaned after each use.

Programs will be evaluated to best understand the impacts of limited use of the facility with a safety and cleaning regime as our first priority.
Community Programs

Butterfly Pavilion provides adult and family programs year round that blend invertebrate education with personal care, homesteading and the arts.

Pre-registration is required and includes information on health and safety protocols and practices at Butterfly Pavilion to prepare community members for participation, such as:

• All participants are required to wear face coverings
• Programs will have a limited capacity of no more than ten participants
• Instructors and participants must practice six foot physical distancing
• Participants are required to provide their own equipment for personal use

Virtual programs, videos and downloadable activity packets will also be available so Butterfly Pavilion can continue to serve large groups or populations that may be vulnerable to COVID-19.

Programs will be evaluated to best understand the impacts of limited use of the facility with a safety and cleaning regime as our first priority.
Resurgence Protocol

Butterfly Pavilion is committed to the continued evaluation and monitoring of the COVID-19 pandemic. If a resurgence of COVID-19 is noted Butterfly Pavilion will immediately take steps to work closely with Jefferson County and the State of Colorado to conform to all necessary guidelines around reducing the spread of COVID-19 - ensuring the safety of guests and team members through our continued innovative approach.